

2001-359-C

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**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**

**SOUTH CAROLINA OPERATIONS**

**81071015**

**Momentum Telecom, Inc.**

**1<sup>st</sup> Quarter 2009**

***via email to [webmaster@psc.sc.gov](mailto:webmaster@psc.sc.gov)***

<b>Month</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>
<b>Number of Customer Access Lines</b>	<b>1675</b>	<b>1610</b>	<b>1525</b>
<b>Trouble Reports/Access Line (%)</b>	<b>24/1.4%</b>	<b>24/1.5%</b>	<b>28/1.8%</b>
<b>Customer Out of Service Clearing Times (%)</b>	<b>Same as ILEC</b>	<b>Same as ILEC</b>	<b>Same as ILEC</b>
<b>New Installs Completed w/in 5 Days (%)</b>	<b>----</b>	<b>----</b>	<b>----</b>
<b>Commitments Fulfilled (%)</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

**Comments / Explanations:** No new installs in January – March, 2009.

**Person Making Report / Contact Information:** Tiffany Barnett  
Regulatory Liaison  
2700 Corporate Drive Suite 200  
Birmingham, AL 35242  
205-978-4442 Office  
205-978-3402 Fax  
[tbarnett@momentumtelecom.com](mailto:tbarnett@momentumtelecom.com)

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MAIL / DMS